



Control-panel messages

Control panel message	Description	Recommended action
10.32.YY UNAUTHORIZED SUPPLY Unauthorized supply in use alternates with For help press ?	A new, non-HP supply has been installed. This message appears until you install an HP supply or press ✓.	<p>If you believe you purchased an HP supply, please go to www.hp.com/go/anticonterfeit.</p> <p>Service or repairs required as a result of using non-HP supplies are not covered under HP warranty.</p> <p>To continue printing, press ✓. The first pending print job will be cancelled.</p>
10.XX.YY SUPPLY MEMORY ERROR For help press ?	The printer cannot read or write to the print-cartridge memory tag, or the memory tag is missing.	<ol style="list-style-type: none"> 1. Open the front door. 2. Remove the print cartridge and reinstall it. 3. Close the front door. 4. Turn the printer off and then on. 5. Replace the print cartridge. 6. Replace the memory tag reader.
11.XX INTERNAL CLOCK ERROR alternates with To continue press ✓	<p>The printer internal clock is not working correctly. You are prompted to set the date and time each time you turn the printer on.</p> <p>XX Description:</p> <p>01 Dead clock battery</p> <p>02 Dead real-time clock</p>	<p>If the error persists, replace the formatter.</p>
13.12.00 JAM INSIDE DUPLEXER alternates with For help press ?	A jam has occurred inside the duplexer.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Remove the duplexer. 3. Remove any media from inside the printer duplex area and duplexer. 4. Reinstall the duplexer. 5. For additional help, press ?. 6. Replace the duplexer.
<div>  NOTE Not available for the HP LaserJet 5200L. </div>		
13.XX.YY JAM IN TRAY 1 alternates with Clear jam then press ✓	<p>A page is jammed in the multipurpose tray.</p> <p>XX Description:</p> <p>02</p> <p>05</p> <p>YY Description:</p> <p>00</p>	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Remove media from tray 1 and from inside the printer. 3. Confirm that the media guides and dial are in the correct position and match the media in the tray.

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> Reload media in tray 1. Do not load media above the fill tabs, and confirm that the guides are in the correct position. To continue printing, press ✓. Replace the transfer pickup roller or the separation pad.
13.XX.YY JAM IN TRAY 2	<p>A page is jammed in tray 2.</p> <p>XX Description:</p> <p>20</p> <p>21</p> <p>YY Description:</p> <p>00</p>	<ol style="list-style-type: none"> Remove tray 2, clear the jam, and then reinstall tray 2. If the error persists, replace the pickup roller, the feed roller, or the separation pad. To exit, press ✓.
13.XX.YY JAM IN TRAY X alternates with Clear jam then press ✓	<p>A page is jammed in the indicated tray.</p> <p>XX Description:</p> <p>20</p> <p>21</p> <p>YY Description:</p> <p>00</p>	<ol style="list-style-type: none"> Press ▼ to see step-by-step information. Remove the indicated tray. Confirm that the media guides and dial are in the correct position and match the media in the tray. Remove all media inside the printer and reinstall the tray. To exit, press ✓. <div>  <p>NOTE To avoid jams with heavier media, use tray 1 and the rear output bin.</p> </div>
13.XX.YY JAM INSIDE FRONT DOOR alternates with For help press ?	<p>A jam has occurred inside the front door.</p>	<p>Press ? for help.</p> <p>or</p> <p>See Clearing jams from the print-cartridge area on page 231.</p>
13.XX.YY JAM INSIDE REAR DOOR alternates with Clear jam then press ✓	<p>A jam has occurred in the duplex reversing area.</p>	<ol style="list-style-type: none"> Press ▼ to see step-by-step information. Open rear door and remove all media inside. Close the rear door. To exit, press ?.
13.XX.YY JAM INSIDE REAR DOOR alternates with For help press ?	<p>A jam has occurred in the rear door area.</p>	<ol style="list-style-type: none"> Press ▼ to see step-by-step information. Pull the duplexer halfway out of the printer.


Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> Open the rear door and remove the duplexer. Release the four tabs in the center of the black paper guide inside the lower rear door. Open the lower rear door completely and remove all media inside. Close the rear door. The four tabs in the paper guide automatically reattach to the door. Reinstall the duplexer. To exit, press ?.
13.XX.YY JAM INSIDE TOP COVER alternates with Remove print cartridge	A jam has occurred in the registration assembly area.	<ol style="list-style-type: none"> Press the ▼ to see step-by-step information. Open the top cover and remove the print cartridge. Remove all media inside. Lift the metal flap and remove any remaining media. Verify that the media size matches the tray settings and the dial on the tray. Reinstall the print cartridge and close the top cover. To exit, press ?.
20 INSUFFICIENT MEMORY alternates with For help press ? To continue press ✓	The printer has received more data from the computer than fits in available memory.	<ol style="list-style-type: none"> Press ✓ to continue printing. <div>  NOTE Data will be lost. </div> <ol style="list-style-type: none"> Reduce the complexity of the print job. Adding memory to the printer might allow more complex printing.
21 PAGE TOO COMPLEX alternates with To continue press ✓	The page-compression process is too slow for the printer.	<ol style="list-style-type: none"> Press ▼ to see step-by-step information. To print the job with some data loss, press ? to exit the message, and then press ✓. If data is lost, simplify the page content to reduce its complexity. To exit, press ?.
22 EIO X BUFFER OVERFLOW alternates with To continue press ✓	Only printers with EIO: The printer EIO card in slot X has overflowed its I/O buffer during a busy state.	Press ✓ to continue printing. <div>  NOTE Data will be lost. </div>

Control panel message	Description	Recommended action
22 EMBEDDED I/O BUFFER OVERFLOW	The embedded HP Jetdirect print server buffer has overflowed during a busy state.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. <div>  NOTE Data will be lost. </div> <ol style="list-style-type: none"> 2. Turn the printer off and then on. 3. Try printing the job again. 4. If the error persists, replace the formatter.
22 PARALLEL I/O BUFFER OVERFLOW alternates with To continue press ✓	Too much data was sent to the parallel port.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. <div>  NOTE Data will be lost. </div> <ol style="list-style-type: none"> 2. If the error persists, disconnect the parallel cable at both ends and then reconnect it. 3. Make sure that a high-quality parallel cable is being used. 4. With the parallel cable connected to the computer, connect the other end to another printer. 5. Replace the parallel cable if necessary. 6. Replace the formatter if necessary.
22 USB I/O BUFFER OVERFLOW alternates with To continue press ✓	The printer USB buffer has overflowed during a busy state.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. <div>  NOTE Data will be lost. </div> <ol style="list-style-type: none"> 2. If the error persists, disconnect the USB cable at both ends and then reconnect it. 3. Make sure that a high-quality USB cable is being used. 4. With the USB cable connected to the computer, connect the other end to another printer. 5. Replace the USB cable if necessary. 6. Replace the formatter if necessary.
40 EIO X BAD TRANSMISSION alternates with To continue press ✓	A connection with the card in the EIO slot has broken. This message is not valid for the HP LaserJet 5200 and 5200L.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. <div>  NOTE Data will be lost. </div> <ol style="list-style-type: none"> 2. Turn the printer off and then on. 3. Try printing again. 4. If the error persists, replace the EIO card in slot X.

Control panel message	Description	Recommended action
40 EMBEDDED I/O BAD TRANSMISSION alternates with To continue press ✓	The connection with the HP Jetdirect embedded print server has broken.	<ol style="list-style-type: none"> 1. Press ✓ to continue printing. 2. Turn the printer off and then on. 3. Try printing again. 4. If the error persists, replace the formatter.
41.3 UNEXPECTED SIZE IN TRAY X alternates with LOAD TRAY X <TYPE> <SIZE>	The media is longer or shorter than the size configured for the tray.	<ol style="list-style-type: none"> 1. Press ✓ to print from a different tray. 2. Make sure that all trays are configured and loaded correctly before printing again. 3. If the error persists, perform a paper-path test using the diagnostics menu to make sure that all of the sensors are working correctly. 4. If the error persists, replace the paper-feed assembly.
41.5 UNEXPECTED TYPE IN TRAY X alternates with LOAD TRAY X <TYPE> <SIZE>	The printer senses a different media type than what is configured in the tray.	<ol style="list-style-type: none"> 1. Press ✓ to print from a different tray, or press ? for more information. 2. Make sure that all trays are configured and loaded correctly before printing again. 3. If the error persists, perform a paper-path test using the diagnostics menu to make sure that all of the sensors are working correctly. 4. If the error persists, replace the paper-feed assembly.
41.X ERROR alternates with To continue press ✓	A printer error has occurred.	<ol style="list-style-type: none"> 1. Press ✓ to continue or press ? for more information. 2. If the error persists after exiting help, turn the printer off and then on.
49.XXXXX ERROR alternates with To continue turn off then on	A critical firmware error has occurred that caused the processor on the formatter to abort operation. This type of error can be caused by invalid print commands, corrupt data, or invalid operations. In some cases, electrical noise in the cable can corrupt data during transmission to the printer. Other causes include poor-quality parallel cable, poor connections, or home-grown programs. On rare occasions, the formatter is at fault which typically appears as a 79 Service Error.	<ol style="list-style-type: none"> 1. Turn the printer off and then on. 2. Press Stop to clear all print jobs from the printer memory. 3. Turn the printer off and then on. 4. Try printing a job using a different software program. If the job prints, try using the original software program to print a different job. <div>  <p>NOTE If the error message only appears when using certain software programs, contact the software program vendor for assistance.</p> </div>

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> If the message persists with different software programs and print jobs, disconnect all of the cables and turn the printer off. If the error persists, perform a firmware upgrade. Remove all DIMMs, EIO devices, and CompactFlash solutions. Remove all EIO devices. Turn the printer on. If the error does <i>not</i> persist, reinstall the DIMMs, EIO devices, and CompactFlash one at a time.
		<div>  NOTE You must turn the printer off and then on when reinstalling each component. </div>
		<ol style="list-style-type: none"> Replace the DIMM, EIO device, or CompactFlash if necessary. Reconnect all of the cables.
50.X FUSER ERROR	A fuser error has occurred.	<ol style="list-style-type: none"> Turn the printer off.
For help press ?	<div>  NOTE A fuser error might occur because of inadequate power supply, inadequate line voltage, or a fuser problem. </div>	<ol style="list-style-type: none"> Remove and reinstall the fuser. Verify that the fuser is installed correctly and fully seated.
		<ol style="list-style-type: none"> Replace the connector if necessary.
	X Description:	<ol style="list-style-type: none"> If the error persists, replace the fuser.
	1 Low fuser temperature	<ol style="list-style-type: none"> Replace the low-voltage power supply if necessary.
	2 Fuser-warmup service	<ol style="list-style-type: none"> Replace the DC controller if necessary.
	3 High fuser temperature	
	6 Open fuser	
	7 Fuser pressure release mechanism failure	
51.1Y	A laser beam error has occurred.	<ol style="list-style-type: none"> Turn the printer off and then on.
alternates with	Y Description:	<ol style="list-style-type: none"> Verify the laser/scanner assembly is connected correctly to the DC controller.
To continue turn off then on	0 Black	<ol style="list-style-type: none"> If the error persists, replace the laser/scanner assembly.
		<ol style="list-style-type: none"> If the error persists, replace the DC controller.
52.XX.Y	A printer error has occurred.	<ol style="list-style-type: none"> Turn the printer off and then on.
alternates with	X Description:	<ol style="list-style-type: none"> Verify the laser/scanner is connected correctly to the DC controller.

Control panel message	Description	Recommended action
To continue turn off then on	00 Scanner motor	3. If the error persists, replace the laser scanner assembly.
	01 Scanner startup	
	02 Scanner rotation	4. If the error persists, replace the DC controller.
	Y Description:	
	0 Black	
53.10.01 ERROR UNSUPPORTED RAM	The memory DIMM is not a supported DIMM.	1. Press ✓ to continue. 2. If the printer does not enter the Ready state, turn the printer off. 3. Make sure that the installed memory meets requirements and is installed correctly. 4. Install a supported DIMM if necessary.
54.XX ERROR	A sensor error has occurred. Printing cannot continue.	1. Turn the printer off and then on.
	XX Description:	2. Check the connectors on the toner level PCB.
	02 Developer	3. Check the connectors on the DC controller.
	05 Waste toner	4. If the error persists, replace the DC controller.
	06 Overhead transparency	
	07 Rotary motor	
	Drum phase sensor out of range (black)	
	Density sensor out of range (black)	
55.XX.YY DC CONTROLLER ERROR	A printer command error has occurred.	55.01 and 55.02 Errors:
alternates with	XX Description:	Replace the DC controller.
To continue turn off then on	01 Input device	55.03 and 55.04 Errors:
	02 DC controller memory	1. Check the DC controller connectors.
	03 No engine response	2. Replace the DC controller.
	04 Communication	
56.XX ERROR	A printer error has occurred.	1. Turn the printer off and then on.
alternates with	XX Description:	2. Remove all input devices, and then reinstall them.
To continue turn off then on	01 Input device	3. Check the input device connectors.
		4. Replace any damaged connectors.
57.XX PRINTER ERROR	A printer fan error has occurred.	1. Check the connections to the indicated fan.
alternates with	XX Description:	2. Replace the indicated fan.
To continue turn off then on	03 Sub fan	
	04 Main fan	

Control panel message	Description	Recommended action
58.XX ERROR alternates with To continue turn off then on	A processor error has occurred.	Check the cable connection of the DC controller (J301) to the low-voltage power supply (J201).
59.XY ERROR alternates with To continue turn off then on	A printer motor error has occurred.	Turn the printer off and then on.  NOTE This message might also appear if the transfer unit is missing or incorrectly installed. Ensure that the transfer unit is correctly installed.
62 NO SYSTEM	No system was found.	Turn the printer off and then on.
64 ERROR For help press ? alternates with To continue turn off then on	A scan buffer error has occurred.	Turn the printer off and then on.
68.X PERMANENT STORAGE FULL alternates with To continue press ✓	A non-volatile storage device is full. Press ✓ to clear the message. Printing can continue, but unexpected behavior could result. X Description: 0 Onboard NVRAM 1 Removable disk (flash or hard)	<ol style="list-style-type: none"> 1. Press ✓ to continue. 2. For 68.0 errors, turn the printer off and then on. 3. If a 68.0 error persists, contact HP Support. 4. For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive.
68.X PERMANENT STORAGE WRITE FAIL alternates with To continue press ✓	A non-volatile storage device is full. Press ✓ to clear the message. Printing can continue, but unexpected behavior could result. X Description: 0 Onboard NVRAM 1 Removable disk	Press ✓ to continue.
68.X STORAGE ERROR SETTINGS CHANGED alternates with To continue press ✓	A non-volatile storage device is full. Press ✓ to clear the message. Printing can continue, but unexpected behavior could result. X Description: 0 Onboard NVRAM 1 Removable disk	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. To clear the error, press ? to exit the message, and then press ✓ to continue. 3. If the problem persists, turn the printer off and then on. 4. To exit, press ?.
79.XXXX ERROR alternates with To continue turn off then on	A critical hardware error has occurred.	Turn the printer off and then on.

Control panel message	Description	Recommended action
8X.YYYY EIO ERROR	The EIO accessory card has encountered a critical error.	Turn the printer off and then on.
8X.YYYY EMBEDDED JETDIRECT ERROR	The HP Jetdirect embedded print server has encountered a critical error.	Turn the printer off and then on.
<BINFULL> FULL alternates with <Current status message>	The specified output bin is full but is not needed for the current job. The message appears after a print job is sent.	Remove the media from the output bin.
Access Denied MENUS LOCKED	Because the printer administrator has enabled the control-panel security mechanism, you cannot modify control-panel settings. The message disappears after a few seconds, and the printer returns to a Ready or BUSY state.	Contact the printer administrator to change settings.
ACTION NOT CURRENTLY AVAILABLE ON TRAY X alternates with Tray size cannot be ANY SIZE/ANY CUSTOM	Duplex registration is not available when the tray size is configured for ANY SIZE or ANY CUSTOM .	Change the size setting for the tray.
BAD DUPLEXER CONNECTION alternates with To continue turn off then on	The duplexer is not installed correctly.	Turn the printer off and then on to continue.
BAD OPTIONAL TRAY CONNECTION	The optional tray is not correctly installed.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Turn the printer off and disconnect all of the cables. 3. Remove the optional tray and then reinstall it. 4. Reconnect all of the cables and turn the printer on. 5. If the message persists, contact HP support. 6. Press ? to exit.
Cancelling...	The printer is in the process of canceling a job.	No action necessary.
Cannot Duplex Check Rear Bin	The printer has detected a non-auto duplexing size.	Make sure that the media size meets duplexing requirements.
Card slot <X> not functional alternates with <current status message>	The CompactFlash card in slot <X> is not working correctly. CompactFlash is not available for the HP LaserJet 5200L.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Turn the printer off.

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> Remove the CompactFlash card from the indicated slot and replace it with a new card. Press ? to exit.
Checking paper path	The engine is turning the rollers to check for jams.	No action necessary.
Checking printer	The engine is performing an internal test.	No action necessary.
CHOSEN PERSONALITY NOT AVAILABLE alternates with To continue press ✓	The printer encountered a request for a personality that did not exist in the printer. The job is cancelled and no pages are printed.	<ol style="list-style-type: none"> Press ✓ to continue. Try a different driver.
Cleaning Page Error - Open Rear bin	The rear door was closed when creating a process page or cleaning page.	No action necessary.
Cleaning...	The printer is processing the cleaning page.	No action necessary.
Clearing event log	This message appears while the event log is cleared. The printer then returns to the SERVICE menu.	No action necessary.
Clearing paper path	The printer jammed or detected misplaced media. The printer is attempting to eject these pages.	No action necessary.
CLOSE REAR BIN	The rear door is open after creating a cleaning page.	Close the rear door.
CLOSE TOP COVER AND FRONT DOOR	The top cover and front door need to be closed.	Close the top cover and front door.
CODE CRC ERROR	An error has occurred during a firmware upgrade.	Reinstall the firmware.
Creating...CLEANING PAGE	The printer is generating a cleaning page. The printer returns to the Ready state after.	<ol style="list-style-type: none"> Load the cleaning page into tray 1. Press Menu. Select PRINT QUALITY, and then press ✓. Select PROCESS CLEANING PAGE, and then press ✓.
DATA RECEIVED alternates with Ready	The printer received data and is waiting for a form feed. The message disappears when the printer receives another file. The printer is paused.	If the printer is waiting for a form feed, press ✓ to continue. If the printer is paused, press Stop to continue.
Date/Time=[YYYY]/[MMM]/[DD] [HH]:[mm] To change press ✓ To skip, press STOP	The printer has an internal clock that tracks the date and time.	Press ✓ to change the date and time. Press Stop to skip this step. You can set the date and time later by using the SYSTEM SETUP menu. Press ? to exit.
Deleting Private Jobs	The printer is in the process of deleting a private job.	No action necessary.

Control panel message	Description	Recommended action
Deleting...	The printer is in the process of deleting a job.	No action necessary.
Duplexer Error Remove Duplexer	The duplexer has been removed. Duplexing is not available for the HP LaserJet 5200L.	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Reinstall the duplexer. 3. Turn the printer on.
Duplexing...Do not grab paper	During duplex printing, the paper emerges for a short time before it is pulled back into the printer. Duplexing is not available for the HP LaserJet 5200L.	No action necessary.
EIO <X> Disk Not Functional alternates with <current status message>	The EIO disk in slot <X> is not working correctly.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Turn the printer off. 3. Remove the EIO disk from the indicated slot and replace it with a new disk. 4. Press ? to exit.
EIO <X> Disk Spinning Up alternates with <current status message>	The EIO disk device in slot <X> is spinning up its platter. The message appears for approximately 15 seconds after the printer exits PowerSave mode, and jobs that require disk access will be delayed.	No action necessary.
Event Log Empty	SHOW EVENT LOG was selected from the control panel, and the event log is empty.	No action necessary.
External Accessory Not Supported alternates with <current status message>	Indicates that the external duplexer or 500-sheet feeder is disabled because it does not support the external accessory.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Remove the duplexer or 500-sheet feeder. 3. Press ? to exit.
Genuine HP supplies installed	A new HP cartridge has been installed. The printer returns to the Ready state after approximately 10 seconds.	No action necessary.
GENUINE HP SUPPLIES DESIGNED FOR <PROD> alternates with Ready	This genuine HP supply was not designed for this printer and is not supported. The printer can use it, but print quality might be affected.	Replace this supply with a genuine HP supply that is designed for this printer.
Incorrect	The PIN number is incorrect.	Contact the network administrator.
INFLATE FAILURE	An error has occurred during a firmware upgrade.	Reinstall the firmware.
Initializing	This message appears when the printer is turned on.	No action necessary.
Initializing permanent storage	This message appears when the printer is turned on.	No action necessary.

Control panel message	Description	Recommended action
INSERT OR CLOSE TRAY XX	A tray is open and the printer is trying to print from another tray.	Close the tray indicated so that printing can continue.
INSTALL BLACK CARTRIDGE	The print cartridge is not installed correctly.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Open the top cover. 3. Install the print cartridge. 4. Close the top cover. 5. Press ? to exit.
INSTALL FUSER For help press ?	The fuser is either not installed or not correctly installed in the printer.	Press ? for help.
INSUFFICIENT MEMORY TO LOAD FONTS/DATA	This message alternates with the name of the storage device that does not have enough memory to load the fonts or other data.	<p>Press ✓ to continue printing without using the data.</p> <p>To solve the problem, increase the amount of memory for the device. Press ? for more information.</p>
LOAD TRAY X <TYPE> <SIZE> alternates with For help press ?	Tray X is either empty or configured for a type and size other than that specified in the job. No other tray is available.	Press ? for help.
LOAD TRAY X <TYPE> <SIZE> alternates with To use another tray press ✓	Tray X is either empty or configured for a type and size other than that specified in the job.	<p>Press ? for help.</p> <p>or</p> <p>Press ✓ to print from another tray.</p>
LOAD TRAY XX <TYPE> <SIZE> alternates with MOVE TRAY DIAL TO CUSTOM	The tray dial needs to be set to custom.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Load the tray with the requested media. 3. Verify the guides are in the correct position. 4. Adjust the tray dial and blue lever to the custom position. 5. Press ✓ to exit.
LOAD TRAY XX <TYPE> <SIZE> - MOVE TRAY DIAL WHEN LOADING TRAY	The tray dial needs to be set to paper size in use.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Load the tray with the requested media. 3. Verify the guides are in the correct position. 4. Adjust the tray dial and blue lever to the correct position. 5. Press ✓ to exit.

Control panel message	Description	Recommended action
Loading program X alternates with DO NOT POWER OFF	Programs and fonts can be stored on the printer file system and are loaded into RAM when the printer is turned on. The X specifies the sequence number of the program being loaded.	No action necessary.
MANUALLY FEED <TYPE> <SIZE> alternates with For help press ?	Tray 1 is empty and no other tray is available.	Load media into tray 1, and press ✓ to continue. Press ? for help.
MANUALLY FEED <TYPE> <SIZE> alternates with To continue press ✓	Media is in tray 1, but the print job requires a specific type and size that is not currently available.	Press ✓ to print from the tray. or Press ? for help.
MANUALLY FEED <TYPE> <SIZE> alternates with To use another tray press ✓	No media is in tray 1, and a print job requires a specific type and size that is available in another tray.	Press ✓ to print from another tray. or Press ? for help.
MANUALLY FEED OUTPUT STACK alternates with Then press ✓ to print second sides	The first side of a manual two-sided print job has been printed and the printer is paused until the output stack is reinserted.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. To print second side of the two-sided print job, load the output stack into tray 1 with the printed-side down. 3. Press ✓ to continue.
MEM TEST FAILURE REPLACE DIMM 1	The memory DIMM has failed.	Install a supported memory DIMM. See Installing printer memory on page 30 .
No job to cancel	The Stop button was pressed but there is no job or buffered data to cancel. The message appears for approximately two seconds.	No action necessary.
No stored jobs	There are no jobs to retrieve in the RETRIEVE JOB menu.	No action necessary.
NON HP SUPPLY IN USE alternates with Ready	A non-HP supply is currently installed but ✓ was pressed to override the message.	If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit . Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.
NON HP SUPPLY INSTALLED alternates with For help press ?	A new, non-HP supply has been installed. This message appears until an HP supply is installed or you press ✓.	If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit . Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty. To continue printing, press ✓.

Control panel message	Description	Recommended action
ORDER CARTRIDGE LESS THAN XXXX PAGES alternates with <current status message>	The CARTRIDGE LOW setting in the SYSTEM SETUP submenu is set to CONTINUE and low toner exits. When the estimated pages reaches zero, the message is replaced with REPLACE CARTRIDGE .	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Order HP part Q7516-67901. 3. Press ? to exit.
PAPER PATH JAM FRONT DOOR alternates with For help press ?	A page is jammed in the paper path.	Open the front door and remove any jammed media.
PAPER WRAPPED AROUND FUSER	The paper has wrapped around the fuser. This jam does not have a jam code.	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Turn off the printer. 3. If the printer has a duplexer, go to step 4. If the printer does not have a duplexer, go to step 6. 4. Slide the duplexer out halfway. 5. Open the rear door and remove the duplexer. 6. Release the fuser NIP by slightly pushing the rear door up and holding the black plastic inside the rear door. 7. Slightly lift up the black plastic until it releases from the rear door, and then push the rear door toward the top of the table. 8. Open the print-cartridge door and remove the print cartridge. 9. Remove any jammed media. 10. Reinstall the print cartridge and then close the cartridge door. 11. Reinstall the duplexer and close the rear door. 12. Turn on the printer. 13. Press ? to exit.
Paused alternates with To return to Ready press the STOP key	The printer has paused.	Press Stop to resume printing.
Performing upgrade	A firmware upgrade is in process.	No action necessary. (Do not turn off the printer.)
Performing... PAPER PATH TEST	The printer is performing a paper-path test.	No action necessary.
Please Wait	The printer is offline.	No action necessary.

Control panel message	Description	Recommended action
PRINTING STOPPED To continue press ✓	This message appears when a Print/Stop test runs and the time expires.	Press ✓ to continue printing.
Printing... CONFIGURATION	The printer is generating the configuration page. The printer will return to the Ready state after.	No action necessary.
Printing... ENGINE TEST	The engine-test page is printing.	No action necessary.
Printing... EVENT LOG	The printer is generating the event log page. The printer will return to the Ready state after.	No action necessary.
Printing... FILE DIRECTORY	The printer is generating the mass storage directory page. The printer will return to the Ready state after.	No action necessary.
Printing... FONT LIST	The printer is generating either the PCL or PS personality typeface list. The printer will return to the Ready state after.	No action necessary.
Printing... MENU MAP	The printer is generating the printer menu map. The printer will return to the Ready state after.	No action necessary.
Printing... REGISTRATION PAGE	The printer is generating the registration page. The printer will return to the SET REGISTRATION menu after.	Follow the instructions on the printed pages.
Printing... SHOW ME HOW	A print job is processing from the SHOW ME HOW menu.	No action necessary.
Printing... SUPPLIES STATUS	The printer is generating the supplies status page. The printer will return to the Ready state after.	No action necessary.
Printing... USAGE PAGE	The printer is generating the usage page. The printer will return to the online Ready state after.	No action necessary.
Processing... from tray<X>	The printer is actively processing a job from the designated tray.	No action necessary.
Processing...<alternates with> copy <X> of <Y>	The printer is currently processing or printing collated copies. The message indicates that X of Y total copies is currently processing.	No action necessary.
Processing...<jobname>	The printer is currently processing a job but is not yet picking pages. When that begins, a message appears that indicates which tray the job is being printed from.	No action necessary.
Processing... SLOW MODE	The printer is slowing down because of excessive use. The printer fuser needs to cool down for approximately 90 seconds.	Press ▼ to see step-by-step information. Press ? to exit.
RAM DISK DEVICE FAILURE alternates with Ready To clear press ✓	The RAM disk has failed.	1. Printing can continue for jobs that do not require the RAM disk. 2. To delete this message, press ✓.

Control panel message	Description	Recommended action
RAM DISK FILE OPERATION FAILED alternates with Ready To clear press ✓	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	<ol style="list-style-type: none"> 1. Printing can continue. 2. To delete this message, press ✓. 3. If the message reappears, a problem with the software program might exist.
RAM DISK FILE SYSTEM IS FULL alternates with Ready To clear press ✓	The printer received a PJL file system command to store something on the file system, but the file system is full.	<ol style="list-style-type: none"> 1. Use HP Web Jetadmin software to delete files from the RAM disk memory and try again. 2. To delete this message, press ✓. See HP Web Jetadmin on page 14 for more information.
RAM DISK IS WRITE PROTECTED alternates with Ready To clear press ✓	The file system is protected and no new files can be written to it.	<ol style="list-style-type: none"> 1. To enable writing to the RAM disk memory, use HP Web Jetadmin to turn off write protection. 2. To delete this message, press ✓. See HP Web Jetadmin on page 14 for more information.
RAM DISK X Initializing alternates with DO NOT POWER OFF	The new RAM disk installed in slot X is initializing.	No action necessary.
Ready <IP Address>	The printer is online and ready for data, and no status or device attendance messages are pending.	To disable the feature: <ol style="list-style-type: none"> 1. Press Menu. 2. Use ▼ to scroll to CONFIGURE DEVICE. 3. Use ▼ to scroll to SYSTEM SETUP. 4. Use ▼ to scroll to SHOW ADDRESS. 5. Use ▼ to scroll to OFF. 6. Press ✓ to select and save the option.
Receiving upgrade	A firmware upgrade is in progress.	Do not turn the printer off until the printer returns to Ready .
REINSERT DUPLEXER	The duplexer is not installed or is not installed correctly.	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Remove the duplexer and then reinstall it. 3. Turn the printer on.
REPLACE BLACK CARTRIDGE alternates with <current status message>	The print cartridge is nearing the end of its useful life and the CARTRIDGE OUT setting is set to CONTINUE . If CARTRIDGE OUT is set to STOP , the message becomes an error and printing will not continue until CARTRIDGE OUT is set to CONTINUE .	<ol style="list-style-type: none"> 1. Press ▼ to see step-by-step information. 2. Order HP part number Q7516-67901.

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> Open the print-cartridge door, remove the print cartridge, and install a new print cartridge. Close the print-cartridge door. Press ? to exit.
Request accepted please wait	The printer has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.	No action necessary.
Resend upgrade	The firmware upgrade was not successful.	Attempt the upgrade again.
Restoring factory settings	The printer is restoring factory settings.	No action necessary.
Restoring...	The printer is restoring settings.	No action necessary.
RFU LOAD ERROR	An error has occurred during a firmware upgrade.	Reinstall the firmware.
Setting saved	A menu selection has been saved.	No action necessary.
SIZE MISMATCH IN TRAY XX alternates with Ready	The tray is loaded with a media size that is different from the size for which the tray is configured. Printing can continue from other trays, but not from this one.	<ol style="list-style-type: none"> Make sure that the media guides are adjusted correctly. In the PAPER HANDLING menu, configure the tray for the correct size.
Sleep mode on	The printer is in the sleep mode. Any button press or the receipt of data clears the sleep mode.	No action necessary. The printer automatically exits sleep mode.
STANDARD TOP BIN FULL alternates with Remove all paper from bin	The output bin is full. Printing cannot continue.	Empty the output bin. Printing resumes automatically.
To return to ready press STOP	The printer is paused and no error messages are pending.	No action necessary.
TRAY <X> OVERFILLED REMOVE EXCESS PAPER	The tray is loaded with too much media.	<ol style="list-style-type: none"> Press ▼ to see step-by-step information. Remove excess media. Press ✓ to exit.
Tray X <TYPE> <SIZE> alternates with To change size or type press ✓	The printer is reporting the current configuration of tray X.	No action necessary. Press ↶ to clear the message. Press ✓ to change the type or size.
TRAY XX EMPTY <TYPE> <SIZE> alternates with <current status message>	The tray is empty, but the current print job does not require this tray.	Fill the tray. The message indicates the type and size of media for the tray.
TRAY XX OPEN For help press ? alternates with	The tray is open, but printing can continue.	Close the tray.

Control panel message	Description	Recommended action
<current status message>		
TYPE MISMATCH IN TRAY XX alternates with Ready	The tray is loaded with a media type that is different from the type for which the tray is configured. Printing can continue from other trays.	In the PAPER HANDLING menu, configure the tray to match the type.
Unauthorized supply in use alternates with Ready	The printer has detected that a non-HP supply is currently installed and ✓ was pressed.	If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit . Service or repairs required as a result of using non-HP supplies are not covered under HP warranty.
WAIT FOR PRINTER TO REINITIALIZE	The printer is reinitializing.	No action necessary.